

## Seção 1 – Acessando o SITE SPM

### *SPM - Visão Geral*

O **Service and Support Profile Management System** (anteriormente conhecido como SPDB) gerencia o setor Parceiros de Negócios de Garantia IBM e o Programa de Suporte PCD. Isto inclui o suporte para Parceiros de Serviços, Parceiros de Negócios, Prestadores de Serviços Credenciados, Usuários HelpPack, Grandes Contas e outros Prestadores de Serviços.

### *Site SPM - Acesso e Cadastro*

Antes de fazer o cadastro no site SPM, você necessita de um atual nome de usuário de identidade IBM válido (ID IBM) e de uma senha, assim como o URL do site. Ademais, você deverá ter recebido sua autorização e o seu número de identificação pessoal. Antes de acessar o site **SPM** você terá que se cadastrar e ser aprovado.

*Para acessar o site SPM com uma identidade IBM válida e uma senha existentes:*

**Passo 1:** Abra uma sessão de browser de Internet.

**Passo 2:** No Internet browser entre o **URL** do SPM: campo.

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O URL do SPM é: <http://www.pc.ibm.com/partner/spm/>

**Passo 3:** Clique em **Go**.

Aparecerá a página **IBM Service and Support Profile Management**:



Página IBM Service and Support Profile Management

Passo 4: Clique em Sign In.



Página Service and Support Profile Management

Aparecerá a página IBM Service and Support Profile Management Sign In :

**IBM**

Home | Products & services | Support & downloads | My account

Select a country

## Sign in

Use your IBM ID to access and maintain vital account and contact information on Large account, HelpPack Customers, Business Partners and Service Providers for PCP. With the efficiency of a single repository, SPM is the Authoritative source that allows both IBM and IBM Service Providers to update account and contact records, view technician training records, manage PCI course data, Auth/PIN numbers and control access to PCP HelpCenters.

IBM ID

**One ID. One password.** Soon you won't have to keep track of different IDs and passwords for the many different sections of ibm.com you use because we've begun to roll out a universal registration system. So whether you're shopping, downloading or browsing protected areas, one-password access will help you enjoy a better Web experience. You'll be able to use your IBM ID to enter any part of ibm.com that displays the IBM ID icon.

IBM ID

Password

[Change profile](#)  
[Change password](#)  
[Forgot password?](#)  
[Help](#)

**Sign in**

→ [Register](#)  
If you do not have an IBM ID, register for one now.

**Related links:**  
Personal Computing Support  
Eclaim  
PartnerWorld  
eSAR  
Education  
Warranty Lookup  
Parts Lookup

**About IBM** | **Privacy** | **Legal** | **Contact**

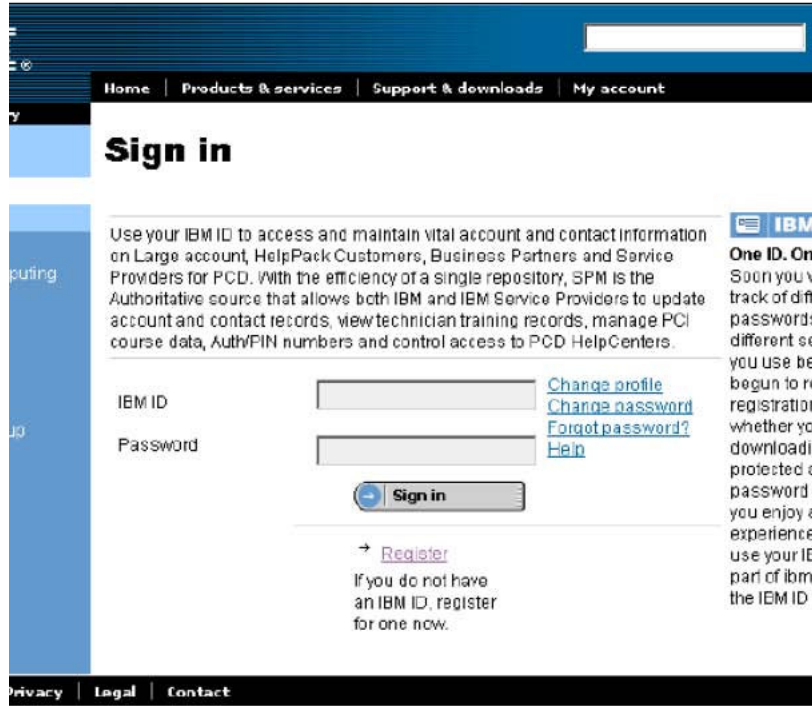
### Página SPM Sign in

**Passo 5:** Entre seu ID e senha IBM e clique em **Sign In**.



The Service and Support Profile Management page

When the Service and Support Profile Management Sign In page is displayed:



The SPM Sign in page

Enter your IBM ID and Password and click **Sign In**.



Figura 1: Página SPM Sign in

## Passos para o Cadastro de ID IBM (Primeira Vez SOMENTE)

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Caso já possua um ID IBM favor passar para a fase seguinte. (entrando autorização & número de identificação pessoal - uma vez


**Passo 1:** Clique em "Register".

The screenshot shows the IBM SPM Sign in and Register page. The page has a blue header with the IBM logo and a search bar. Below the header is a navigation bar with links for Home, Products & services, Support & downloads, and My account. The main content area is titled "Sign in" and includes a form with fields for "IBM id" and "Password", a "Sign in" button, and a "Register" link. A red circle highlights the "Register" link and the text "If you do not have an IBM id, register for one now." To the right, there is a section titled "IBM ID" with text explaining the benefits of a single ID. The footer contains links for "About IBM", "Privacy", "Legal", and "Contact".

A página SPM Sign in and Register

**Caso tenha quaisquer problemas ao cadastrar seu ID IBM favor ligar para o número da central de atendimento telefônico: 1-888-426-4409**

**Passos para o Registro do ID IBM – cont.**



[Home](#) | [Products & services](#) | [Support & downloads](#) | [My account](#)

→ [Select a country](#)

## My IBM registration

Step 1 of 2

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, Please use the Back button on your browser, or close the window or browser session that is displaying this page, to return to the previous page.

Preferred language for profiling: English, US

Please submit the following information, which is required each time you sign in.

To learn what is acceptable as a password, see [guidelines for user IDs and passwords](#).

\* IBM ID:   
(Minimum 3 characters)

\* Password:   
(Minimum 6 characters)

\* Verify password:

Please enter a security question that only you can answer. Then, enter the answer to the question. Occasionally, you may be asked to answer this question to confirm your identity. Enter a question that is simple to answer and is easy to remember.

\* Security question:

\* Answer to security question:

\* Email:

\* Country/region of residence:

This data may be used by IBM or selected organisations to provide you with information about other offerings. To receive this via e-mail (or fax), check the first box below. Alternatively, if you would prefer not to receive such information by any means, check the second box.

Please use e-mail (or fax) to send me information about other offerings.


Please do not use this data to send me information about other offerings.

By clicking "continue" you agree that IBM may process your data in the manner indicated above and as described in [Privacy](#).

[About IBM](#) | [Privacy](#) | [Terms of use](#) | [Contact](#)

**Passo 2:** Preencha as informações solicitadas e clique em "Continue".

## Passos para o Registro do ID IBM – cont.



[Home](#) | [Products & services](#) | [Support & downloads](#) | [My account](#)

[→ Select a country](#)

### My IBM registration

Step 2 of 2

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, Please use the Back button on your browser, or close the window or browser session that is displaying this page, to return to the previous page.

#### Personal information

Preferred language:  (for marketing communications)

Salutation:

\* First name:

Initials:

\* Last name:

Suffix:  (e.g. Jr., Sr.)

Daytime phone:  (e.g. 555-555-1234) Ext:

Evening phone:  (e.g. 555-555-1234)

Fax number:  (e.g. 555-555-1234)

Pager number:  (e.g. 555-555-1234) Pin:

Job title:

**Address information**

Company name:

Street address:  
(Required in Canada and US)

City:  
(Required in Canada and US)

State or province:  
(Required in Canada and US)  (abbreviated code)

Postal code:  
(Required in Canada and US)

Country/region:

This data may be used by IBM or selected organisations to provide you with information about other offerings. To receive this via e-mail (or fax), check the first box below. Alternatively, if you would prefer not to receive such information by any means, check the second box.

Please use e-mail (or fax) to send me information about other offerings.

Please do not use this data to send me information about other offerings.

By clicking "submit" you agree that IBM may process your data in the manner indicated above and as described in [Privacy](#).

[About IBM](#) | [Privacy](#) | [Terms of use](#) | [Contact](#)

**Passo 3:** Clique em "Submit" após preencher todas as informações do passo 2 na página 2.

**Passos para o Cadastro do ID IBM – cont.**

**IBM**

[Home](#) | [Products & services](#) | [Support & downloads](#) | [My account](#)

[Select a country](#)

## My IBM registration

My IBM registration

Help and FAQ

Thank you for registering with ibm.com. Continue to explore ibm.com as a registered user.

**My IBM**

Welcome back, TEST SPMADMIN

- [Edit your profile](#)
- [Sign out](#)

If you are not TEST SPMADMIN, click [here](#).

**Passo 4:** Retire-se e Retorne ao URL do SPM -> <http://www.pc.ibm.com/partner/spm/>

**Caso tenha quaisquer problemas ao cadastrar seu ID IBM favor ligar para o seguinte número da central de atendimento telefônico: 1-888-426-4409**



## Cadastro no SPM usando autorização & número de identificação pessoal (Primeira Vez SOMENTE)

Vá ao website **SPM**. Aparecerá a página SPM Sign in.

De posse de seu ID IBM, num local seguro...

**Passo 1:** Entre o **ID IBM** e a **Senha que acabou de criar**. Clique **Sign in**.

The screenshot shows the IBM SPM Sign in page. At the top, there is the IBM logo and a search bar. Below that is a navigation menu with links for Home, Products & services, Support & downloads, and My account. A 'Select a country' dropdown is visible. The main heading is 'Sign in'. Below this, there is a sign-in form with two input fields: 'IBM ID' and 'Password'. To the right of the 'Password' field are links for 'Change profile', 'Change password', 'Forgot password?', and 'Help'. Below the form is a 'Sign in' button and a 'Register' link. To the right of the form is a section titled 'IBM ID' with the text 'One ID. One password.' and a paragraph explaining the benefits of a universal registration system. On the left side, there is a 'Related links' sidebar with links for Personal Computing Support, Eclaim, PartnerWorld, eSAR, Education, Warranty Lookup, and Parts Lookup. At the bottom of the page, there is a footer with links for About IBM, Privacy, Legal, and Contact.

Um email é enviado ao requisitante com o ID de Autorização e PIN (número de identificação pessoal).

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A entrada do **ID de Autorização & do PIN** só é feita na primeira vez que fizer o log on no site SPM. Entretanto, você **PODERÁ** precisar usá-los mais tarde. *Guarde-os em local seguro.*

A página **Authorization Id and PIN** é exibida pela primeira vez somente.

**Passo 2:** Entre seu "Authorization id and PIN" uma vez.

**Sign in with your authorization id and PIN**

**Sign in**

Authorization id

PIN

**Help to sign in**

[How to get an authorization id and PIN](#)

[Forgot authorization id and PIN?](#)

## PÁGINA DE BOAS-VINDAS DO SITE SPM

**IBM**

[Home](#) | [Products & services](#) | [Support & downloads](#) | [My account](#)

→ [Select a country](#)

## Welcome

**Welcome**


[IBM SPM](#)  
[Help](#)  
[SSG](#)  
[ECAs & dealer tips](#)  
[Sign out](#)

**Related links:**

- [Personal Computing Support](#)
- [Eclaim](#)
- [PartnerWorld](#)
- [eSAR](#)
- [Education](#)
- [Warranty Lookup](#)
- [Parts Lookup](#)

**Hello:** Your Name

You have accessed the IBM service & support home page. This site provides easy access to commonly used tools to assist in your day to day business needs.



[IBM service and support profile management](#) - SPM manages WESS accounts, IBM authorized service providers and IBM business partners requiring access to IBM service & support tools or participating in IBM service & support programs. Access this site to: maintain your company and contact profiles, obtain an Authorization / PIN number for helpcenter support, and view PCI course completions.

[Personal computing support](#) - Personal computing support web site offers a wide range of technical information and solutions. This feature includes task based navigation, troubleshooting/problem determination and downloads.

[Prism updates](#) - Infotips Prism features offline access to the technical support information available on the personal computing web site. Infotips prism replaces the electronic pocket reference manual (EPRM) application.

[Service support guide \(SSG\)](#) - The service support guide provides reference and guidelines for business partners on all aspects of parts ordering, training requirements, service announcements, warranty, and service.

[Engineering change announcements \(ECA\)](#) - Engineering change announcements (ECA) contain important service information for select IBM products.

If you experience problems accessing either site please refer to the help documentation or contact your IBM representative.

**Information for business partners**

If you represent an IBM business partner, you may visit an IBM web site intended specifically for IBM business partners. We may use information provided on that site to administer and develop our business relationship with you, the business partner you represent, and IBM business partners generally. For instance, this may involve using your information to send you details of IBM business partner programs. It may also include sharing certain information with other business partners (subject to any confidentiality obligations that may exist), or IBM customers or prospects. In connection with a particular transaction or program, we may also contact you as part of customer satisfaction surveys or for market research purposes.

**\* If you do not agree to these terms, please exit the application now by clicking on sign out or closing your browser.**

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### Página IBM Service and Support Profile Management Welcome

Olá: Seu Nome

Clique no link **IBM SPM** localizado no Menu de Navegação à esquerda ou no link **IBM Service and Support Profile Management** situado no centro da página. (NOTA: Somente perfis autorizados têm acesso.)

**IBM**

[Home](#) | [Products & services](#) | [Support & downloads](#) | [My account](#)

→ [Select a country](#)

## Welcome

**Welcome**

[IBM SPM](#)

[Help](#)


[SSG](#)

[ECAs & dealer tips](#)

[Sign out](#)

**Hello:** Your Name

You have accessed the IBM service & support home page. This site provides easy access to commonly used tools to assist in your day to day business needs.



**Related links:**

- [Personal Computing Support](#)
- [Eclaim](#)
- [PartnerWorld](#)
- [eSAR](#)
- [Education](#)
- [Warranty Lookup](#)
- [Parts Lookup](#)

[IBM service and support profile management](#) - SPM manages WESS accounts, IBM authorized service providers and IBM business partners requiring access to IBM service & support tools or participating in IBM service & support programs. Access this site to: maintain your company and contact profiles, obtain an Authorization / PIN number for helpcenter support, and view PCI course completions.

[Personal computing support](#) - Personal computing support web site offers a wide range of technical information and solutions. This feature includes task based navigation, troubleshooting/problem determination and downloads.

[Prism updates](#) - Infotips Prism features offline access to the technical support information available on the personal computing web site. Infotips prism replaces the electronic pocket reference manual (EPRM) application.

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If you experience problems accessing either site please refer to the help documentation or contact your IBM representative.

**Information for business partners**

If you represent an IBM business partner, you may visit an IBM web site intended specifically for IBM business partners. We may use information provided on that site to administer and develop our business relationship with you, the business partner you represent, and IBM business partners generally. For instance, this may involve using your information to send you details of IBM business partner programs. It may also include sharing certain information with other business partners (subject to any confidentiality obligations that may exist), or IBM customers or prospects. In connection with a particular transaction or program, we may also contact you as part of customer satisfaction surveys or for market research purposes.

**\* If you do not agree to these terms, please exit the application now by clicking on sign out or closing your browser.**

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### IBM Service and Support Profile Management - Página Principal

Olá: Seu Nome  
 Aparecerá a Página Principal do **IBM Service and Support Profile Management**:

The screenshot shows the IBM Service and Support Profile Management (SPM) website. At the top, there is the IBM logo and a search bar. Below that is a navigation bar with links for Home, Products & services, Support & downloads, and My account. A 'Select a country' dropdown menu is visible. The main content area is titled 'IBM Service and Support Profile Management' and includes a 'Welcome' message, a 'Hello: Your Name' greeting, and a globe icon. A 'Related links' section lists various support options like Personal Computing Support, Eclaim, and Parts Lookup. The footer contains links for About IBM, Privacy, Legal, and Contact.

### Página Principal do IBM Service and Support Profile Management

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Os links que você vê dependem dos seus privilégios de usuário SPM.

Alô: Seu Nome

### **Saindo do site SPM**

Quando estiver pronto para sair do site SPM, não se esqueça de fazer o “sign out”.

**Passo 1:** Clique no link **Sign out** , no Menu de Navegação.

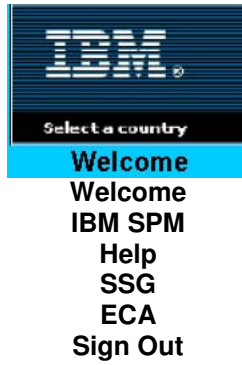


Figura 2: O Menu de Navegação

A página **IBM Service and Support Profile Management** aparecerá novamente:



Figura 3: Página IBM Service and Support Profile Management

**Passo 2:** Para encerrar seu navegador de internet dê um clique no **X** localizado no canto superior direito da janela do browser.

Caso deseje acessar de novo clique no link **Sign in.**